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Cc: Karambir Yadav
Subject: RE: CCB V2.6
Date: Friday, February 02, 2018 11:40:01 AM
Attachments: image001.png
image003.png

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See below for answers:

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Cc: Karambir Yadav <kyadav@lwcky.com>
Subject: CCB V2.6

Hello All

Is anyone out there on CCB v2.6 or planning to upgrade to it? We are currently upgrading to 2.6 SP1 (just came out).

If you are upgrading or planning to upgrade:

1. What were/are the driving factors? We converted from legacy Banner CIS in Nov 2010 to CC&B 2.2; we had not done any patches or upgrades since – long over due ☺.
2. Did/Are you planning on doing upgrade on your own or with assistance from a firm? We are using an implementation partner (Utility Solutions Partner – USP). Much of the code was in COBOL for 2.2 and it is all JAVA in 2.6, expertise in CC&B, and project management.
3. What version of CCB are you upgrading from? 2.2
4. What features/functionality are looking to implement as part of the upgrade? We are doing a Technical upgrade 1st (go-live June 29th) which is like for like for the most part. We are implementing customer notification preferences and upgrades to BIP, UC4Batch and a Disaster Recovery (DR). We will then do a Functional Upgrade. We are looking to Budget Billing, Project Share, new WSS (Web Self Service features). Could get you more details once we finalize scope. We are not planning on changing the rate engine.
5. What challenges were realized as part of the planning and decision to upgrade? Not many; more educating others as to why staying current is important and helping them understand the costs and need for implementation partner skill set.
6. What services does your organization provide (Water, Sewer, Electric, Gas)? Water, Sewer, Solid Waste, Recycle and Stormwater
7. How many customers do you serve? ~190K
8. If your plans are farther along, can you please share estimated budgets (internal costs (labor) and external consulting costs), etc.? Easier to discuss

If you want to discuss further, please let me know and we can schedule a 30-minute call.

Thanks in advance!

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